

SAFETY ADVISORY # 15-242 Voltage Exterior Folding Ladder

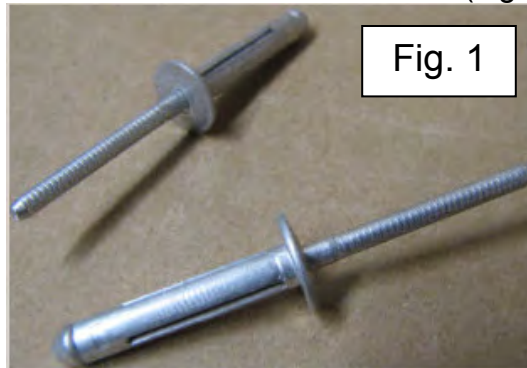
Keystone is conducting a voluntary **RECALL** notification campaign in accordance with the National Highway Transportation and Safety Act. It has been decided the vehicles in this recall population may have been manufactured with the exterior folding ladder not properly secured to the sidewall of the vehicle. If the ladder is not fastened securely to the sidewall, it may pull loose from the vehicle while an individual is utilizing the ladder, leading to an increased risk of personal injury.

Model and Serial Numbers Included:

2015 Voltage – All Models – Serial Number Range: FZ990455 - FZ991497

2016 Voltage – All Models – Serial Number Range: GZ990000 - GZ990724

Parts Required per Unit: KRV # 373484 Rivet - 3/16" Rivet (Fig. 1)



Tools Required: Screwdriver – Rivet Gun – Drill Motor – 5/64" & 13/64" Drill Bits

REPAIR INSTRUCTIONS

- Step 1** Remove 4 screws from each of the upper four mounting plates that are mounted to the sidewall (not the ones in the lower skirt metal), one plate at a time.
- Step 2** To determine substrate material at each mounting location, use a 5/64" drill bit drilling in approximately 1" max. deep into sidewall at each location where screws were removed from.
- Step 3** Carefully observe whether wood, foam, metal or nothing is removed by the drilling process.
- If wood is removed, use screwdriver to reinstall the screw.
 - If foam, metal or nothing is removed, drill with 13/64" drill bit and install one of the 373484 rivets (Fig. 1).
- Step 4** Repeat process until all 4 upper mounting plates have been secured / completed.

WARRANTY REIMBURSEMENT

Submit the claim on Key Express or on a Keystone Warranty claim form with **Service Advisory # 15-242** noted in the customer complaint section of the form using **Flat Rate Code # 7124242A**. The amount of time authorized 0.5 hours.

If you have questions please contact us at: **(855) 382-4100**.